



Service Definition Document

Microsoft 365 CSP

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Solution Overview

The CSP program is Microsoft's partner-led model for delivering cloud services. Instead of purchasing directly from Microsoft, organisations work with a CSP partner who provides licensing, billing, support, and additional value-added services. This approach simplifies procurement, offers flexible billing options, and ensures expert guidance throughout the cloud lifecycle.

CSP offers monthly, annual or triennial billing, scalability, and partner-driven support. As your CSP partner, we manage licensing, optimise costs, provide technical support, and enable adoption through workshops and funding programs. Our goal is to reduce complexity and help you maximise the value of Microsoft cloud investments.

As your CSP partner, we can support both Azure, Microsoft 365, and Microsoft Software licensing and subscriptions:

For Azure, we handle subscription provisioning, provide billing and technical support and function as your single point of contact for Azure services.

For Microsoft 365, we manage user-based licensing, enable adoption through programs like FastTrack.

This matters because Azure is consumption-based, requiring proactive cost management, while Microsoft 365 is seat-based, where adoption and security configuration drive return on investment. Our role is to reduce complexity, accelerate deployment, and ensure your cloud services deliver maximum value.

Key Features

- Microsoft 365 CSP license provisioning for productivity, collaboration, and Teams
- Flexible billing and invoicing options for Microsoft Cloud services
- Tier 1 and Tier 2 technical support for Microsoft 365
- Direct Microsoft support escalation for complex technical issues
- Self-service customer portal for account and subscription management
- Integrated service management tool for streamlined support and governance
- Migration and consolidation support for Microsoft 365 environments

Key Benefits

- Provides flexible CSP licensing and simplified billing options
- Delivers direct access to Microsoft Premier Support
- Enables secure and efficient remote working capabilities
- Unlocks Microsoft funding opportunities and exclusive discounts
- Expands access to Iomart Group's cloud, backup, and connectivity services
- Offers complete end-to-end Microsoft expertise for all needs
- Ensures ongoing support and managed services for continuous improvement

Data Protection & GDPR

Atech, part of the Iomart Group, is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct. Our Data Protection policy sets forth the expected behaviours of Iomart Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to an Iomart Contact (i.e. the Data Subject). Iomart, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in our Data Protection policy (available on request).

Iomart's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all Iomart Employees and Third Parties to share in this commitment.

Iomart uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of Iomart Entities.
- To provide services to Iomart customers.
- The ongoing administration and management of customer services.
- The use of a contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.

Each Iomart Entity will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, Iomart will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or to take steps at the request of the Data Subject prior to entering a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party.

Why Partner with Atech?

Credentials and Capability

Atech is the one of the UK's most accredited providers of secure hybrid cloud managed services, delivering deep expertise across Microsoft technologies, data protection, and cybersecurity. We hold Microsoft designations for **Modern Work, Security, Infrastructure (Azure)** and are recognised as an **Azure Expert MSP** – a status achieved by only 60 partners globally and 15 in the UK.

As part of the Microsoft AI Cloud Partner Program, we have validated technical capabilities across the full cloud lifecycle. Our inclusion in the **Azure Expert MSP Program** reflects proven excellence in people, processes, and tools, ensuring sustainable, repeatable, and scalable managed services. This means you can rely on a partner that consistently delivers best practice and operational efficiency.

Partnering with us gives you access to over **200 Microsoft cloud specialists**, including **two Microsoft MVPs**, ensuring unparalleled technical depth and experience.

Microsoft Endorsements and Specialisations

We hold multiple Microsoft Solutions Partner designations, including:

- Digital & App Innovation (Azure)
- Data & AI (Azure)
- Business Applications



Figure 1: Microsoft Accreditations

In addition, we have achieved advanced specialisations in areas such as:

- Cloud Security
- Identity and Access Management
- Threat Protection
- Infra & Database Migration
- Azure Virtual Desktop
- Enterprise Application Migration to Azure



Figure 2: Microsoft Designations

These credentials validate our ability to deliver complex, secure, and innovative solutions aligned to Microsoft best practices.

Security and Compliance

Security is at the heart of our services. Atech is **ISO 27001 certified**, **Cyber Essentials Plus accredited**, and a member of the **Microsoft Intelligent Security Association (MISA)** – an invitation-only program granting access to Microsoft’s top security experts. We also hold **CREST accreditation** and participate in the **Microsoft MSSP Program**, one of only 12 partners in the UK, giving our customers direct benefits such as access to product teams and funded workshops.

Further reinforcing our security leadership:

- **Microsoft Gold Partner Status** alongside **Azure Expert MSP**
- **Microsoft MSSP Program** (1 of only 12 UK partners)
- **Microsoft Fastrack Ready Partner** (1 of only 300 globally)
- **Microsoft XDR status**

These credentials provide you with assurance that security is embedded throughout design, migration, and ongoing management. Combined with our advanced specialisations and industry recognition, they demonstrate our ability to deliver secure, compliant, and future-ready solutions.

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